



EnrollRI FAQs – School Members

Why are courses listed as “enrollment closed” in Go Sign Me Up?

As we move to the EnrollRI platform for Spring '21, Go Sign Me Up is to be used for **browsing** course options only. For students to **pre-register** for courses, they should visit [EnrollRI.org/acn](https://enrollri.org/acn) and click on “Register for Spring 2021 Courses.”

How many EnrollRI accounts will each school have?

Each participating school will receive 1 school member user account. For elementary schools, we suggest that this account be assigned to the principal or the principal's designee. For middle and high schools, we suggest that this account be assigned to the lead counselor.

Are schools allowed to have more than one contact who access the ACN platform and approve preregistered students?

Yes, although schools will have only one account, multiple people can have access to the login credentials for that account. It is suggested that the EnrollRI accounts are tied to generic emails so that everyone who needs to can log in to the email to access account verification codes or forgotten passwords, etc.

Do I have access to complete applications on behalf of students/families?

School members can best support students and families by helping them to set up student or parent/guardian accounts by going to [EnrollRI.org/acn](https://enrollri.org/acn) and clicking on “Register for Spring 2021 Courses.” If a student/family does not have a mobile number or non-school email to create an account, it is strongly encouraged to support them in creating a free email account (such as gmail or a similar provider).

Why can't students use school emails to access this system?

Students should use a non-school email address so they can use the same account throughout their entire K-12 career, and so they don't get blocked by school email filters.

What information are students required to share in the ACN platform?

Required fields in the student profile include student name, student date of birth, address, student phone, student personal email, parent/guardian email, district, and school.

What if a student's preferred name is different than the legal name associated with their SASID?

The name the student lists in their account will be the name given to providers and in the system. If you have further questions about an individual case, please reach out to the ACN team at acn@ride.ri.gov.

Will I be notified when a student in on a waitlist and is ready for school approval?

Yes, the new ACN platform will be programmed to distribute notifications of any student actions taken on the platform to students/families and schools.

Are students automatically added to the waitlist when they preregister for an ACN course?

Yes, preregistered students are waitlisted until a seat becomes available on the roster and they receive school approval in the platform to take the class.



With the search by status option, is there a way to differentiate from "approved" to seeing those students who are moved from the waiting list to "Enrolled"?

This functionality is currently under construction. Right now, school members can only view students who have been approved for courses. They will eventually be able to view enrollment.

Can I see the details of a course (such as credit type or location) when approving?

Unfortunately, at this time the system does not display course details when school members are approving students for courses. This has been noted and will be addressed in future semesters. For Spring '21, you will have to cross-reference the Go Sign Me Up browsing platform for full course details.

What should I do if students pre-register for more than two courses? Do I only approve two?

No, school members can approve students for all the courses they apply for if they are prepared and eligible. Students will then be notified and have to choose the one or two courses they want to be enrolled in.

Do school contacts have to confirm students who drop/withdraw themselves?

No, school members do not need to take action on behalf of students who withdraw or drop. School members do receive copies of related notifications for awareness.

Do school members know when a student has accepted their spot and are fully enrolled?

Yes, school members receive email notification any time a student's status changes within the system.

What if a student does not meet the prerequisite for a course, but has gotten permission to pre-register from the provider (eg the student is 15 right now, but will turn 16 during the course), how can they view and register for the course since students cannot see courses they're not eligible for?

Reach out to acn@ride.ri.gov and we can override the system block and enroll the student in the course.

Will middle school students who take postsecondary courses through the ACN receive high school credit as well as college credit?

Postsecondary admissions offices accept high school and postsecondary transcripts only. All students who successfully complete postsecondary ACN courses receive 3 or 4 college credits. RIDE provides schools with the flexibility to determine how to apply ACN credits to student transcripts.

Who approves the credits for each course? How do we know to put the credits on student transcripts?

As part of the MOAs, each school participating in the ACN must accept the credits that RIDE recommends for each course. Each LEA has different processes for adding credits to transcripts, so if you need support for this please contact acn@ride.ri.gov.

How do we access student transcripts from previous semesters?

RIDE has all of the historic transcript information from Go Sign Me Up. If you need transcripts for specific students, you can reach out to acn@ride.ri.gov and we can provide it. Fall 2020 grades should be available on Go Sign Me Up for school member view.



What are work based learning courses and do they count towards CTE students' work based learning requirements?

Work based learning opportunities are a critical component of a student's career pathways and encompass activities that provide students with real-life or simulated work experiences. ACN work-based learning courses adhere to the Governor's Workforce Board Work Based Learning Guidance and can be applied to meet a student's work-based learning requirements.

I am a school member or provider who should have access to the new platform using my email address but am unable to log in. Why?

The ACN platform is built using Salesforce. If you have another Salesforce account associated with your email, you will have to add ".acn" to the end of your email as each email/username can have only one Salesforce account associated with it. If this applies to you, you should have received an email from RIDE/EnrollRI with your login credentials. (Ex: if my email is "jane.doe@gmail.com" and I already use a Salesforce platform to manage attendance for my school, my login for the ACN platform will be "jane.doe@gmail.com.acn").

Will schools who are also in EnrollRI's charter system have separate credentials for ACN?

Yes. If you are not sure of your organization's EnrollRI credentials for the charter application, please contact helpEnrollRI@ride.ri.gov.

Why is the information that appears on my dashboard outdated?

The reports on your Salesforce dashboard do not automatically update, so you must click "refresh" at the top of the screen to see updated information.

What is the registration period for enrichment courses?

For enrichment courses, the registration deadline is the day before the beginning of the course.

Are ACN courses added to high school transcripts?

Schools and districts may vary in how they grant credit, but academic courses taken through the ACN will show up on high school or post-secondary transcripts, depending on the course. Enrichment courses are not credit-bearing. Elementary students may only take enrichment courses.

Will students who do not meet the prerequisites for a course be able to register for that course?

Students have to indicate that they meet the requirements for the course, so they will not be able to enroll if they do not meet the requirements.

Do non-public school students have access to ACN opportunities?

Yes, limited seats are available for private, parochial, and home school students at RIDE's discretion. These students will be approved in the system by the RIDE team.

Will ACN expand to offer summer courses?

Yes, the ACN will have courses available for Summer 2021. Please stay tuned for more information.

Who do I contact if I need to change my school's point of contact?



If you need to change your organization's point of contact (see "Questions and Contact Information" on [RIDE's ACN website](#) for a list of school contacts), please reach out to the ACN team at acn@ride.ri.gov.

Who should I contact if I have questions?

Please visit the EnrollRI website ([EnrollRI.org/acn](https://enrollri.org/acn)) or the [RIDE website](#) for more information and resources, such as EnrollRI training and instructional materials. If you still have unanswered questions, reach out to helpenrollri@ride.ri.gov with platform/registration questions or acn@ride.ri.gov with ACN program questions. If you have questions about specific courses, please reach out to the provider directly.